5083



C/O ID Experts 10300 SW Greenburg Rd. Suite 570 Portland, OR, 97223 To Enroll, Please Call: 1-800-939-4170 Or Visit: <u>https://app.myidcare.com/accountcreation/protect</u> Enrollment Code: <<XXXXXXX>>

<<First Name>> <<Last Name>> <<Address1>> <<Address2>> <<City>>, <<State>> <<Zip>>

May 9, 2019

Dear <</First Name>> <<Last Name>>,

Re: Notice of Data Breach

We are writing to inform you of a privacy incident related to information Berry Global, Inc. has collected and maintained about you as result of your employment. We take the security of your personal information very seriously, and sincerely apologize for any inconvenience this incident may cause. This letter provides you with information concerning the incident as well as detailed information about steps we have taken to mitigate the effects of this incident.

# What Happened

In late January, 2019, an unauthorized individual sent several Berry Global employees phishing emails, which resulted in the individual accessing the contents of those email accounts. We immediately took action, securing the email accounts, and conducted an investigation to determine what information was at risk of compromise. However, during the time that the individual had access to the account it is possible, though we cannot confirm, that the contents of the mailbox may have been viewed or downloaded. We analyzed the contents of all of the impacted mailboxes, and on April 4, 2019, discovered that one or more of the mailboxes contained messages or attachments that included personal information about you.

### What Information Was Involved

We have no reason to believe your information was used for any inappropriate purpose. The personal information that may have been accessed includes your name, and may include one or more of the following data elements: address, Social Security number, date of birth, and limited health information, if provided.

### What We Are Doing

We want to assure you that we are taking steps to prevent a similar event from occurring in the future. Those steps include requiring all employees to reset their passwords to ensure any unauthorized access had been terminated. We are also adopting additional security practices to help prevent a similar incident from occurring in the future, including the implementation of technical security measures and retraining and reeducation of our workforce.

In addition, we are offering (at no cost to you) identity theft protection services through ID Experts®, the data breach and recovery services expert, to provide you with MyIDCare™. MyIDCare services include: 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed id theft recovery services. With this protection, MyIDCare will help you resolve issues if your identity is compromised.

# What You Can Do

We encourage you to contact ID Experts with any questions and to enroll in free MyIDCare services by calling 1-800-939-4170 or going to <u>https://app.myidcare.com/account-creation/protect</u> and using the Enrollment Code provided above. MyIDCare experts are available Monday through Friday from 8 am - 8 pm Central Time. Please note the deadline to enroll is August 9, 2019.

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. MyIDCare representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

# **For More Information**

We sincerely regret any inconvenience that this matter may cause you and remain dedicated to protecting your information. Please see the addendum for additional steps you can take to protect your personal information. Please call 1-800-939-4170 or go to <u>https://app.myidcare.com/account-creation/protect</u> for assistance or for any additional questions you may have.

Sincerely,

Jebbie Garison

Debbie Garrison Executive Vice President and CIO

# Additional Important Information

For residents of Hawaii, Illinois, Iowa, Maryland, Michigan, Missouri, North Carolina, Virginia, and Vermont: It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing payment card account statements and monitoring your credit reports for unauthorized activity. You may obtain a copy of your credit report, free of charge, whether or not you suspect any unauthorized activity on your account. You may obtain a free copy of your credit report from each of the three nationwide credit reporting agencies. To order your free credit report, please visit www.annualcreditreport.com, or call toll-free at 1-877-322-8228. You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available at https://www.consumer.ftc.gov/articles/0155-free-credit-reports) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281.

For residents of *Iowa*: You are advised to report any suspected identity theft to law enforcement or to the Attorney General. For residents of *Oregon*: You are advised to report any suspected identity theft to law enforcement, including the Attorney General, and the Federal Trade Commission.

*For residents of New Mexico:* You are advised to review personal account statements and credit reports, as applicable, to detect errors resulting from the security incident, and that you have rights pursuant to the federal Fair Credit Reporting Act. Please see the contact information for the Federal Trade Commission listed below.

### For residents of Illinois, Maryland, North Carolina, and Rhode Island:

You can obtain information from the Maryland, North Carolina, and Rhode Island Offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take toward preventing identity theft.

Maryland Office of the Attorney General Consumer Protection Division 200 St. Paul Place Baltimore, MD 21202 1-888-743-0023 www.oag.state.md.us	Rhode Island Office of the Attorney General Consumer Protection 150 South Main Street Providence RI 02903 1-401-274-4400 www.riag.ri.gov	North Carolina Office of the Attorney General Consumer Protection Division 9001 Mail Service Center Raleigh, NC 27699-9001 1-877-566-7226 www.ncdoj.com	Federal Trade Commission Consumer Response Center 600 Pennsylvania Ave, NW Washington, DC 20580 1-877-IDTHEFT (438-4338) www.identitytheft.gov
--	--	---	---

For residents of Massachusetts and Rhode Island: You have the right to obtain a police report if you are a victim of identity theft.

### For residents of all states:

**Fraud Alerts:** You can place fraud alerts with the three credit bureaus by phone and online with Equifax (<u>https://assets.equifax.com/assets/personal/Fraud\_Alert\_Request\_Form.pdf</u>), Experian (<u>https://www.experian.com/fraud/center.html</u>), or Transunion (<u>https://www.transunion.com/fraud-victim-resource/place-fraud-alert</u>). A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. Initial fraud alerts last for one year. Victims of identity theft can also get an extended fraud alert for seven years. The phone numbers for all three credit bureaus are at the bottom of this page.

Monitoring: You should always remain vigilant and monitor your accounts for suspicious or unusual activity.

Security Freeze: You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, regular stamped mail, or by following the instructions found at the websites listed below. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse or a minor under the age of 16, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; (5) Proof of current address, such as current utility or telephone bill, bank or insurance statement; (6) legible photocopy of government-issued identification card (state driver's license or ID card, military identification, etc.); and (7) if you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. It is free to place, lift, or remove a security freeze. You may also place a security freeze for children under the age of 16. You may obtain a free security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze	Experian Security Freeze	TransUnion (FVAD)
P.O. Box 105788	P.O. Box 9554	P.O. Box 2000
Atlanta, GA 30348-5788	Allen, TX 75013-9544	Chester, PA 19014-0200
<u>www.equifax.com/personal/credit-report-services/</u>	www.experian.com/freeze/center.html	<u>www.transunion.com/credit-freeze</u>
800-525-6285	888-397-3742	800-680-7289

More information can also be obtained by contacting the Federal Trade Commission listed above.